

The Missouri Public Service Commission

Informed Consumers, Quality Utility Services, and a Dedicated Organization for Missourians in the 21st Century

MAINTAINING PAYMENT AGREEMENTS UNDER THE COLD WEATHER RULE

It is critical for registered low-income elderly or disabled customers to maintain Cold Weather Rule (CWR) payments in order to ensure their accounts remain current or caught up by November 1 of the next CWR period. If the account is considered to be in default status, and the consumer requests a new CWR agreement, the utility can require the customer to pay 80% of the account balance before establishing a new CWR agreement, unless the customer and the utility agree to a different amount.

Registered low-income elderly or disabled customers unable to pay the agreed amount should contact their utilities and request a payment arrangement or request that their levelized payment amount (budget billing) be adjusted to include the current account balance. These steps will help avoid disconnection of service.

'REGISTERED CUSTOMERS' AND OTHER FACTS



"Low-income registered elderly or disabled customer" means a customer registered under provisions established by this rule that require: 1) household income less than 150% of the federal poverty guidelines; 2) a signed affidavit attesting to that household income on file with the utility.



The utility may periodically audit the incomes of low-income registered elderly or disabled customers to determine if they misrepresented their income levels.



Service may be discontinued if the audit results show violations. The customer would be required to pay all amounts due. In addition, a deposit may be required before service is reconnected.



The Cold Weather Rule is in effect from November 1 through March 31 each year.



Created in 1913, the Missouri Public Service Commission (PSC) regulates investor-owned telecommunications, water and sewer, natural gas, electric and steam utilities. The PSC works to ensure that Missouri citizens receive safe, reliable and reasonably priced utility services. If you have an inquiry, billing question or service-related problem that your utility provider cannot answer, please call the PSC at **1-800-392-4211** or visit our website at **www.psc.mo.gov**